

COMPLAINTS HANDLING PROCEDURE

General

As a firm regulated by RICS, we are required to have in place a complaints handling procedure, which consists of Two stages: – 1. an internal investigation, and 2. a third-party redress scheme.

This procedure should be followed if you are dissatisfied with our services for any reason, prior to any alternative claim/action being made. We will endeavour amicably to resolve the complaint directly wherever possible.

[Stage 1]

Internal Investigation

All complaints must be made in writing and should be sent by email to **Vince Rimmer** – *Director* – vince@propvisory.co.uk. We request that you set out the subject of your complaint, reasons for your complaint and your desired outcome.

We will acknowledge receipt of your complaint within 5 working days and outline the next steps we will follow. We will aim to provide a formal response to the complaint within 28 days of receipt. However, if we are not able to give you a full response, we will update you within 28 days, and confirm the timeframe for a full response.

[Stage 2]

Third-Party Redress

If you are not happy with the outcome of our stage 1 internal investigation, you have the opportunity to take the complaint to the following Third-Party Redress schemes, approved by RICS regulation:

For Consumer Clients:

The Property Ombudsman
Milford House, 43–55 Milford Street
Salisbury, Wiltshire SP1 2BP

t 01722 333306
f 01722 332296
e admin@tpos.co.uk
w www.tpos.co.uk

For Business to Business Clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham, B3 2AA

t 020 7334 3806
f 020 7334 3802
e drs@rics.org
w www.rics.org/drs